



UNITED SYNAGOGUE JOB DESCRIPTION

JOB TITLE: Community Manager

LOCATION: Birmingham Central United Synagogue

WORKING HOURS: Full Time (35hrs)
9.00 am to 5.00 pm Monday to Thursday. The office closes early on Fridays - 9.00 am to 3.00 pm in Summer months and 9.00 am to 1.00 pm on Fridays in Winter months (N.B. these times may need to be varied to cover evening and weekend events where appropriate with time off in lieu at mutual convenience. Flexibility will be required to facilitate community events and meetings).

ANNUAL SALARY: Circa £30,000 per annum

REPORTS TO: The Chair - Birmingham Central United Synagogue

BENEFITS: 20 days holiday, plus 8 Bank Holidays
Jewish festivals when they fall on a normal working day
Ride-to-Work Scheme
Auto-Enrolled Pension

JOB PURPOSE:

In partnership and co-ordination with the Lay Leadership and Rabbinic Leadership:

- a) Enable the delivery of a first-class, broad range of activities, religious, cultural, social and educational, that engage our community, achieved by:
 - Being the primary interface between the lay leadership and all staff/volunteers.
 - Partnering with our religious leadership.
 - Fostering and supporting community volunteers.
 - Driving an effective communication strategy with our members.
 - Connecting with the other local Jewish institutions e.g. Schools.
- b) Manage the Synagogue's facilities, aiming for maximum usage and value, achieved by:
 - Marketing and facilitating kiddushim, simchas and events on a professional basis.

- Developing and managing our established B5 Central Conferences business.
- Managing Central Deli - the West Midlands' only dedicated kosher store, based in the Community Centre.
- Co-ordinating communal activities/groups to use the facilities.
- Responsible for the maintenance, security and safety of our facilities.

1. MAIN DUTIES AND RESPONSIBILITIES

In carrying out the duties, the post holder should be fully acquainted with the Byelaws of the United Synagogue and how it relates to the operations of the Synagogue. The Community Manager is pivotal to the efficient operation of the Synagogue and Community Centre and therefore your passion for the United Synagogue should be demonstrable at all times. You will act as the first point of contact for the community on a range of issues, including but not limited to:

- a) Liaising with the Rabbinic leadership and Executive to help create and facilitate social and educational programmes for existing members and to attract potential new members to the Synagogue.
- b) Promoting and managing our facilities for use by the local Jewish community as well as developing our B5 Central Conference business.
- c) Managing Central Deli, ensuring it is profitable and that it provides the widest range of kosher goods to our customers within the limitations of a small business operation.

2. FINANCE

Reporting to the Financial Representative:

- Prepare members accounts, record donations, raise invoices for functions and hirings.
- To count, record, reconcile and pay monies into bank accounts on a weekly basis and on the last day of each month, including direct debits.
- Deal with queries by phone, email or directly in the office.
- Maintain full records of all payments and receipts in respect of Synagogue accounts, including those for donations, functions, and other events.
- To maintain petty cash records and receipts.
- To run quarterly reports on members' outstanding fees and ensure that outstanding membership fees are chased and recovered.
- Send out accounts, reminders, statements and letters in relation to outstanding accounts, maintaining confidentiality at all times.
- Ensure purchase invoices are accurately input into the system for payment and for approval in accordance with United Synagogue policy.
- Attend to monthly expenses of the Rabbi and other staff.

3. MANAGEMENT OF SYNAGOGUE STAFF

The Community Manager is responsible for the management of all staff and volunteers, including the Facilities Manager/Caretaker, cleaning staff/contractors and the Central Deli assistants, which includes:

- Instil a strong ethos/culture of customer/member focused service.
- Set performance targets for all staff in conjunction with the Executive, and carry out regular performance reviews in line with the US Appraisals process.
- Forward plan staffing levels, in particular cleaning and caretaking for known events and chagim.
- To ensure that appropriate training for Health and Safety and IT is delivered by the US Centre to staff.

4. MEMBERSHIP AND COMMUNICATION

- Respond promptly to any enquiries regarding new or existing memberships.
- Maintain membership records and ensuring members' computerised records are kept up to date
- Actively use social media and email to promote the Synagogue and events, including but not limited to Twitter, Facebook and appropriate social networking sites.
- Ensure notice boards are kept up to date and tidy.
- Production and distribution of the weekly newsletter (email), bereavement notices and promotional emails for Central Deli
- Update the Synagogue website on a weekly basis.
- Produce monthly notifications to members of their Yahrzeits and provide the wardens with a list of those who have Yahrzeits each week.
- To oversee the Synagogue's electronic diary and keep it updated.
- To oversee on-line booking system for events and administer attendance lists.
- In co-operation with the Financial Representative, to make applications for grants to the Chief Rabbi's office and other organisations
- To liaise with interfaith/non-Jewish organisations.

5. B5 Central Conference Centre

- Actively promote and market our facilities to the wider community using social media and the dedicated B5Central.org.uk website.
- To liaise with external booking agents and ensure they are aware of our facilities and offer them to their clients.
- To deal professionally with all enquires, agree pricing and issue contracts for specific events.
- To coordinate staff/volunteers, catering and all other resources for bookings.
- To be responsible for recording of any payments and expenditure relating to the conference centre.

6. BUILDINGS

- The Community Manager is in charge and responsible for all the property and effects belonging to the Synagogue.
- Working with the Facilities Manager/Caretaker or external contractors, the Community Manager will deal with all maintenance and repair issues.
- Ensure that the building is kept clean and maintained at all times.
- Be responsible for all aspects of Health and Safety.

7. SECURITY

- Arrange security/CST for the Synagogue and events when required.
- Liaise with the Police and Security Company on matters of security and reporting to CST.
- General concern for security of building.

8. PERSON SPECIFICATION

Abilities

- To have managerial experience in a similar environment.
- To work unsupervised and to manage their own workload and deliver results under pressure and to tight deadlines and objectives.
- To carry out their work with a high level of accuracy ensuring attention to detail.
- To manage and prioritise a wide range of administrative tasks and duties, both complex and routine.
- To work in a professional manner at all times and develop effective working relationships with colleagues and suppliers.
- Liaise with Synagogue Executives and Rabbi on a regular basis to ensure there is a constant flow of information between the job holder and the Synagogue.

Skills

- To promote and market the Synagogue and Community Centre to outside & communal users.
- Create develop and market social and communal activities.
- Manage and control financial accounts.
- Excellent communication skills both written and verbal.
- Proven experience of people management.
- Demonstrable skills in time management and planning.
- Experience of managing a company or organisation website, including acting as administrator, able to upload articles, photos and edit web pages.
- Experience of marketing and of using social media including Facebook and other related websites.
- Strong computing skills and substantial experience of using Microsoft Word, Excel, Outlook, and intranet based systems and databases.
- Skilled at delivering a consistently high quality customer focused service.

Knowledge

- Desirable, but not essential: Knowledge of Jewish customs and practices.

9. GENERIC OTHER DUTIES

- Committed to the values, aims and objectives of the United Synagogue and act as an ambassador for the organisation.
- Comply with The United Synagogue's policies and procedures and code of expectations.
- Bring to the attention of senior staff any health and safety requirements, which become obvious. In the event of any immediate danger, to take the appropriate action to reduce risk to physical danger to employees, members, contractors, volunteers, children, parents, visitors or staff.
- Work collaboratively with other colleagues across the organisation to ensure the United Synagogue can achieve its vision, mission, and strategy.
- Undertake appropriate training as requested by your line manager in conjunction with the Human Resources Department and be committed to own continuous professional development.
- Carry out any other reasonable duties as requested by the Chief Executive or other designated senior staff/undertaking such other duties that occasionally fall within the purpose of the post.
- Maintaining high levels of discretion and confidentiality at all times
- This job description and person specification is not prescriptive; it merely outlines the key tasks and responsibilities of the post and the key tasks and responsibilities are subject to change, any changes will be made in consultation with the post holder.
- This Job Description is subject to alteration in response to the changes in legislation or The United Synagogue's operational procedures.
- **Due of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation Act, 1974, by virtue of the Rehabilitation of Offenders Act, 1974, (Exceptions) Order 1975.**
- **Accordingly, a valid and current enhanced Disclosure and Barring Service (DBS) certificate (formerly CRB) that is satisfactory to the United Synagogue will be required; please ensure that you complete the United Synagogue Application Form Part 2 appropriately.**